

ITIL V4 Foundation - sample questions quiz 02

ITIL V4 Foundation - sample questions quiz 02

Source: DataSource

Language: [English](#)

Topic: [ITIL](#)

SubTopic: [Quiz](#)

Last Edit By: [DochyJP](#)

LastEdit: 2021-04-14

Document type: [Training](#)

Status: [Active](#)

Access: free

Point added for a correct answer:

Points for an incorrect answer:

Ignore the questions' coefficients:

1 Which service management dimension is focused on activities and how these are coordinated?

-
- Value streams and processes
- Partners and suppliers
- Information and technology
- Organizations and people

2 Which is a purpose of the 'service desk' practice?

-
- To capture demand for incident resolution and service requests
- To set clear business-based targets for service performance
- To maximize the number of successful IT changes by ensuring risks are properly assessed
- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

3 Which value chain activity creates service components?

-
- Improve
- Obtain/build
- Deliver and support
- Engage

4 Which describes the principle 'think and work holistically'?

-
- Conducting a review of existing service management practices and decide what to keep and what to discard
- Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- Reviewing service management practices and removing any unnecessary complexity

5 What is the purpose of 'supplier management'?

-
- To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed
- To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services
- To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities

6 Which practice is responsible for moving components to live environments?

-
- Release management
- Change enablement
- IT asset management
- Deployment management

7 Which ITIL concept describes governance ?

⦿

- The four dimensions of service management
- The service value system
- The seven guiding principles
- The service value chain

8 Which practice provides a single point of contact for users?

⦿

- Service request management
- Incident management
- Change enablement
- Service desk

9

⦿

- 2 and 3
- 1 and 2
- 1 and 4
- 3 and 4

10 What is the definition of an event?

⦿

- Any valuable component that can contribute to delivery of an IT product or service
- Any component that needs to be managed in order to deliver an IT service
- The ability of an IT service or other configuration item to perform its agreed function when required
- Any change of state that has significance for the management of a configuration item or IT service

11 What is a standard change?

⦿

- A change that doesn't need risk assessment because it is required to resolve an incident
- A change that is assessed, authorized and scheduled as part of 'continual improvement'
- A change that needs to be assessed, authorized, and scheduled by a change authority

A change that doesn't need risk assessment because the procedure has been pre-authorized

12 Which describes the nature of the guiding principles?

Each guiding principle mandates specific actions and decisions

A guiding principle can guide an organization in all circumstances

An organization will select one of the principles to adopt

Guiding principles describe the processes that all organizations must adopt

13 How does 'service request management' contribute to 'obtain/build' value chain activity?

It analyzes data to identify opportunities to provide new service request options

It collects user-specific requirements, sets expectations and provides status updates

It ensures users continue to be productive when they need assistance from the service provider

It acquires pre-approved service components to help fulfil service requests

14 Which is a key consideration for the guiding principle 'keep it simple and practical'?

Understand how each element contributes to value creation

Ignore conflicting objectives of different stakeholders

Start with a complex solution, then simplify

Try to create a solution for every exception

15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

Engage

Design and transition

Obtain/build

Deliver and support

Submit